

CITY OF HELENA



Position Title: Head Golf Pro

Department: Parks & Recreation/Golf

FLSA: Exempt

DEFINITION

The Head Professional will oversee and manage the golf operation and work cooperatively with other departments. The position will promote an exceptional “golf experience,” provide excellent services and programs to all patrons.

SUPERVISION RECEIVED

Supervised by Director of Parks and Recreation

SUPERVISION EXERCISED

Responsible for supervision of assistant golf pro, pro shop staff, and seasonal golf employees.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Recruitment, hiring, training, and supervision of all staff including assistant and/or teaching pro, shop attendants, starters, and rangers

Implementation of policies and procedures and regular scheduling of staff meetings.

Oversee all golf services and operations including the pro shop.

Oversee the reservation system, starting, and monitoring of play.

Track and verify all players and guests, golf cars, lockers, handicap fees, and other charges necessary, and facilitate proper controls.

Oversee the administration of the handicap program.

Enforce all rules and regulations governing the golf course usage.

Develop and manage an innovative tournament program that services all customer segments.

Develop and oversee the golf instruction and golfer development programs for all customer segments.

Oversee the operations of the practice facility and pro shop.

Maintain close working relationship with the Superintendent, Restaurant Staff, Parks & Rec. Director and other Department Heads.

Assist in the marketing and promotion of the golf course.

Assist in the preparation of budgets, including forecasting and review of all golf revenues and expenses on a daily, weekly, monthly, and annual basis.

Assists the Parks & Recreation Director in the development of the golf course operations budget

Maintain and oversee a profitable merchandise concession that is consistent with patron demands and needs.

Establish sales goals and forecasts for all golf programs and services, monitor and analyze reports.

Oversee all golf-related purchasing.

Implement cash and systems controls to ensure the safekeeping of assets, inventory and resources for pro shop operations

Important & Essential Duties cont.:

Oversee and approve all weekly golf staff timesheets/payroll, purchase orders, and invoices.

Supervise physical inventories and the display of merchandise. Assist in the development of necessary systems to safeguard inventories.

Assist in the publication of newsletters, informational and promotional materials.

Compile information from market competition for comparison studies to properly position the golf course in the marketplace.

Ensure the reasonable prompt delivery of monies to the Department of Administrative Services by following the City of Helena's Cash Handling Policy.

Maintain a close relationship and cooperation with the Golf Advisory Board and the different leagues.

Supervise routine maintenance and janitorial services to the pro shop.

Prepare verbal and written reports for the Parks and Recreation Director as well as the Golf Advisory Board.

OTHER JOB RELATED DUTIES:

Other duties as may be assigned.

SAFETY RELATED DUTIES:

Abide by the City of Helena and department/division work practices established for specific job assignments and occupations.

Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor.

Participate fully in safety training. Suggest improvements in safety training requirements or programs to the supervisor or the safety committee.

Identify unsafe work conditions and unsafe practices. Correct hazards or report them to the supervisor or safety committee as appropriate.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of budget development, administration, analysis, and control.

Principles and practices of fiscal, statistical, and administrative data collection and report preparation.

Modern office procedures, methods, and equipment including computer equipment and applicable software programs.

Skill to:

Establish and maintain an effective relationship with the general public.

Ability to:

Develop a solid and varied golf program including, but not limited to, clinics, lessons, tournaments, programs, and special events.

Exercise the authority and discipline necessary to control play on the golf course.

Generate and maintain a high level of respect from the golfing public.

Understand organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Ability to cont.:

Understand good business practices and has a measurable proficiency in management. Merchandising capabilities must be of a high caliber.

Effectively communicate both orally and in writing.

Physical Demands & Work Environment:

Ability to work in a pro shop and golf course environment with ability to sit, stand, walk, crouch, stoop, squat, climb, see, hear, and lift 30 pounds; exposure to outdoors; ability to travel to different sites and locates.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education:

Bachelors degree, or relevant course work, in business administration or related field.

Training & Experience:

Minimum 5 years of progressively responsible experience in golf facilities management. Must be in good standing with the PGA.

License or Certificate:

Must possess a valid driver's license with acceptable driving record and have the ability to obtain a MT driver's license within six months of hire.

Effective Date: January, 2005

Updated: December, 2019